

Caring for the Mind: Providing Reference Services for Mental Health Information

Class Handout - Author: Michelle Eberle – 1 or 3 MLA CE



Web Page for Class: <http://www.nlm.gov/ner/consumer/caringforthemind.htm>

Objectives

Participants will:

1. Gain awareness of mental health issues.
2. Learn to respond to challenging consumer health reference interview questions for mental health information.
3. Be informed of tools for collection development and mental health research including the latest web sites and databases.

Background

Play National Public Radio –

All Things Considered
Mental Illness Cases Go Untreated
June 10, 2005

<http://www.npr.org/templates/story/story.php?storyId=4698390>

Statistics

NIMH The Numbers Count (<http://www.nihm.nih.gov/publicat/numbers.cfm>)

For the most up to date statistics, Mental Health 2002 by SAMHSA:

<http://www.mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/>

Classification of Mental Disorders

Diagnostic and Statistical Manual of Mental Disorders, Fourth Edition, Text Revision,
DSM – IV-TR, American Psychiatric Association, 2000.

Information Seeking Behaviors

Pew Internet & American Life Project, Prevalence of mental health information searched on the web, http://www.pewinternet.org/PPF/r/95/report_display.asp

The Reference Interview for Mental Health / Consumer Health

Reality of the reference interview:

55% rule: # of patrons who feel their questions were unanswered in a reference interview

Challenges of the Reference Interview in the context of mental health...

- Patrons may be stressed, nervous, upset, embarrassed
- Confusion with medical terminology
- Patron may have unreasonable expectations
- Patron may be confused about the role of the librarian
- Librarian may have fear of providing wrong answer
- Stereotypes/misconception of the mentally ill as dangerous
- Interacting with persons who are hallucinating can be challenging

Best Practices for the Reference Interview...

Respecting Confidentiality

- Respect privacy by lowering your voice or bringing patron to a quiet area.

Active Listening

- Use open ended questions & neutral questions
- Be aware of your body language
- Let the patron finish their question before responding.

Be empathetic and patient

- Be aware that the consumer/patron may not be aware of the potential impact or seriousness of his/her disorder
- Be prepared for emotional reactions



Interacting with emotional patrons

The Concise Guide to Assessment and Management of Violent Patients gives the following advice, which could be applied to any situation where inappropriate behaviors were escalating.

- Present a calm appearance
- Speak softly
- Speak in a nonprovocative and nonjudgmental manner
- Speak in a neutral concrete manner
- Put space between yourself and the patient
- Show respect for the patient
- Avoid intense eye contact and authoritarian stance
- Facilitate the patient's talking
- Listen to the patient
- Avoid early interpretation
- Do not make promises you cannot keep

(Johnson ME 1997)

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Last Update: 7/8/2005

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Most Frequently Asked Reference Questions on Mental Health Topics

In response to an informal posting to the CAPHIS listserv, librarians from the Medical Library Association responded that the following are the most frequently asked topics on mental health question:

- | | |
|-----------------------------------|--|
| ❖ Anger Management | ❖ Health care coverage for the uninsured |
| ❖ Anxiety | ❖ Medication and side effects |
| ❖ Asperger's syndrome | ❖ PTSD |
| ❖ Autism | ❖ Refusal to take medication |
| ❖ Bipolar Disorder | ❖ Relaxation Techniques |
| ❖ Borderline Personality Disorder | ❖ Schizophrenia |
| ❖ Building self-esteem | ❖ Self-Abuse |
| ❖ Community re-entry | ❖ Social Services |
| ❖ Depression | ❖ Teenage suicide |
| ❖ Eating disorders | |
| ❖ Family support | |

What are your most frequently asked topics on mental health issues?

Web Resources

MedlinePlus

www.medlineplus.gov

- Contains about 50 different health topic pages on mental health and behavior topics
- Topics include ADD, coping with disasters, OCD, panic disorder, bipolar, schizophrenia, phobias, post-traumatic stress disorder, teen and child mental health, depression.
- Drug information from the USPDI & Medmaster (Spanish, too).
- Directories: You may look up care providers by specialty in Docfinder.



**Exercise: “Find me some easy to read information on depression in MedlinePlus.”
“Find a health check tool for depression screening.”**



National Institute of Mental Health

www.nimh.nih.gov/

The National Institute of Mental Health (NIMH) is one of 27 components of the National Institutes of Health (NIH), the Federal government's principal biomedical and behavioral research agency. NIH is part of the U.S. Department of Health and Human Services.

The NIMH mission is to reduce the burden of mental illness and behavioral disorders through research on mind, brain, and behavior. This public health mandate demands that we harness powerful scientific tools to achieve better understanding, treatment, and eventually, prevention of these disabling conditions that affect millions of Americans.

- Highlights of the website include Health Information about the “signs, symptoms, diagnosis and treatment for anxiety disorders, attention deficit hyperactivity disorder, autism spectrum disorders, bipolar disorder, borderline personality disorder, depression, eating disorders, generalized anxiety disorder, obsessive-compulsive disorder(OCD), panic disorder, post-traumatic stress disorder (PTSD), schizophrenia, social phobia (social anxiety disorder).
- Web site includes a **“Real Men: Real Depression”** campaign to raise awareness and provide resources for men with depression
- <http://menanddepression.nimh.nih.gov/default.asp>

Exercise: “What are the three main treatment phases for Anorexia?” Find in NIMH.

NAMI

www.nami.org

- Empowers consumers to take action, find social support for their illness and fight stigma.
- “NAMI is a nonprofit, grassroots, self-help, support and advocacy organization of consumers, families, and friends of people with severe mental illnesses, such as schizophrenia, schizoaffective disorder, bipolar disorder, major depressive disorder, obsessive-compulsive disorder, panic and other severe anxiety disorders, autism and pervasive developmental disorders, attention deficit/hyperactivity disorder, and other severe and persistent mental illnesses that affect the brain.”
- Discussion groups for “Living with...” or “Shared Interests” allow persons dealing with mental health issues to communicate with others with common concerns
- Opportunities for legislative advocacy and social support through joining a local chapter.

Exercise: Find a contact for your local NAMI chapter.

NOAH – Mental Health

<http://www.noah-health.org/en/mental/>

- New York Online Access to Health
- Sites are selected and updated by volunteer librarians.
- Includes information on care, treatment and children’s mental health
- Great link to Healthology Video Library under Information Resources

American Psychological Association Help Center

<http://helping.apa.org>

- Includes information on mind/body health and locating a psychologist.

American Psychological Association

<http://www.apa.org/>

- Includes information on addictions, ADHD, bullying, aging, Alzheimer’s Disease, anger, children, depression, divorce, emotion, kids & the media, obesity, personality disorders, sexuality, shyness, sleep, stress, testing issues, trauma, women & men.

Institutional Publications- This is where you will find information on clinical databases and resources; however there is also an excellent section on children’s books.

Bazon Center for Mental Health Law

<http://www.bazon.org>

A national legal advocate for people with mental illnesses and developmental disabilities.

The Mind Body Medical Institute

<http://www.mbmi.org/default.asp>

The Institute, located in Chestnut Hill, MA, reflects the ideas of Herbert Benson, author of The Relaxation Response. The site has information on stress management, positive thinking, exercise and nutrition.

Local Resources

BUMC Mental Health Information Network

<http://mhin.bu.edu/index.cfm>

- 3 year NLM funded grant at Boston University Medical Center to provide outreach to persons with mental illness in the local community
- The site's information is divided into four categories: mind, body, community and challenges, making it very accessible for someone with a mental health disorder to search.
- Note- excellent section on community resources
- Nice section on Psychiatric Disorders A-Z

E-Mental Health – University of Massachusetts Medical School

<http://library.umassmed.edu/ementalhealth/>

- This site contains information on conditions, local service agencies in Central Massachusetts, mental health news, and care providers.

Other Resources

Internet Mental Health

<http://www.mentalhealth.com>

- Created by a Canadian psychiatrist. This site contains overviews of mental health conditions, drug information for the consumer as well as links to PubMed searches on various drug topics. The site also includes discussion lists.
- Comment: Good site because often due to the lack of research on new drugs information on adverse effects may not be available in consumer health information. The consumer may need a PubMed search.

DIRLINE

<http://dirline.nlm.nih.gov>

- The National Library of Medicine's web resource to locate health organizations.
- Includes a link to "Health Hotlines", a NLM resource for 1-800 numbers for health association and support resources.



ClinicalTrials.gov

A service of the National Institutes of Health
Developed by the National Library of Medicine



Linking patients to medical research

Clinical Trials

www.clinicaltrials.gov

- The National Library of Medicine/ National Institutes of Health's resource to search for Clinical Trial's in the various stages throughout the country. You may use the Focused Search to do an advanced search. For more information on clinical trials and the various stages, please refer to the "Resources" page.
- Why important? Opportunity for hope for persons with chronic illness; opportunity for treatment for persons with no health insurance. But there are risks.



SAMHSA's National Mental Health Information Center

<http://mentalhealth.samhsa.gov>

- SAMHSA is the Substance Abuse and Mental Health Services Administration of the United States Department of Health and Human Services.
Mental Health, US 2002 for Statistics
- Good site for information on substance abuse, mental illness and coping with disaster

Example: Find some information to help children manage anxiety in a time of crisis.

American Academy of Child and Adolescent Psychiatry

www.aacap.org

- Helpful Facts for Families Sheets are available in English, [Español](#), [Deutsch](#), [Français](#), [Polish](#) and [Icelandic](#).
- Everything from when a pet dies, to helping teenagers deal with stress, to children's sleep problems

National Mental Health Association

www.nmha.org

Advocacy group

“The National Mental Health Association (NMHA) is the country's oldest and largest nonprofit organization addressing all aspects of mental health and mental illness. With more than 340 affiliates nationwide, NMHA works to improve the mental health of all Americans, especially the 54 million individuals with mental disorders, through advocacy, education, research and service.

NMHA was established in 1909 by former psychiatric patient Clifford W. Beers. During his stays in public and private institutions, Beers witnessed and was subjected to horrible abuse. From these experiences, Beers set into motion a reform movement that took shape as the National Mental Health Association.”

Website includes information on getting involved with advocacy for mental health issues including health insurance parity. Also, the website includes free pamphlets and brochures on mental health information and a great page linking to other helpful web page.

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American Psychiatric Association

<http://www.psych.org/>

- The Nation's oldest national medical specialty society, with 35,000 physician members
- Most of the information is geared for the care provider, with the exception of the Public Information section.

For more information on mental health web sites:

Anderson PF, Allee NJ. The MLA Encyclopedic Guide to Searching and Finding Health Information on the Web. New York: NY: Neal-Schuman Publishers, 2004. (vol. 2: Diseases & Disorders, Mental Health and Mental Disorders)

Consumer Discussion Lists

Often, a person with mental health issues may have trust issues with their care providers and with many of their relationships. Discussion lists, chat rooms and consumer listservs provide an alternative outlet for a person with mental health needs to gather information and to get support from persons with the same illness.

In an informal poll of CAPHIS members, have not recommended discussion lists to their patrons. I didn't want to leave them out as a resource, because discussion lists can benefit persons with mental illness.

NAMI has discussion lists which members may join and non-members may register for including: (<http://www.nami.org>)

- **Living with:** Schizophrenia, Major Depression, Bipolar Disorder, Anxiety Disorders, OCD, Other Mental Illnesses
- **Shared Interest:** for consumers, teens and young adults, NAMI on campus, families, parents with mental illness, veterans, criminal justice, and the faith community.
- **Members**

Mental Health Database Searching Tips

- Keep in mind that there may be more than one medical term for a mental health disorder throughout the history of the medical literature
 - For example, bipolar disorder is sometimes still referred to as manic depression.
- Be aware that many persons have more than one disorder or comorbid disorders
- Be aware that a condition may manifest in completely different ways
 - For example with dementia, dementia may one indicator of another problem and will pass when the underlying condition is treated or it may be a singular irreversible condition.
- Start out with a general web site such as MedlinePlus to get an overview of your search topic before researching
- According to the MLA Encyclopedic Guide to Searching Health Information on the Web, if you are searching a mental health diagnosis which uses one of these words, you may also try to search it by replacing any of these terms because often though inaccurate they are used interchangeably.
 - Disease
 - Disorder
 - Spectrum
 - Syndrome

Free Databases

The following databases are available **free** on the web to anyone with Internet access. We will review what is offered by each database and a sample search.

PubMed

<http://pubmed.gov>

You may limit your search to a specific subset such as the consumer or nursing subset by typing: **jsubsetk** plus keyword to search the consumer health journals or **jsubsetn** plus keywords to search the nursing subset.

To see which journals are in the consumer health subset:

http://www.nlm.gov/mcr/consumer_health/pubmed.html

Enter the following to access all free full text for a certain term:
search term AND free full text[sb]

Exercises:

1. Search the consumer health subset for bipolar information: jsubsetk PTSD.
2. Search the nursing subset for bipolar information: jsubsetn PTSD.
3. “Find information on which is safer to take during pregnancy: lithium or valproic acid.”
4. Find a free full text article on PTSD.

PILOTS Database

<http://www.ncptsd.org//publications/pilots/>

Produced by the National Center for PTSD and maintained by Dartmouth College. This database contains nearly 25,000 citations on post-traumatic stress disorder.

Exercise:

Find some articles on anniversary reactions

Policy Information Exchange MIMH Database

<http://mimh200.mimh.edu/mimhweb/pie/>

A service of the Missouri Institute of Mental Health. This database indexes mental health policies and reports.

Exercise:

Find some policies on seclusion.

ERIC – for educational psychology <http://searcheric.org>

Mental health issues for children and adolescents including ADHD, bullying, abuse, separation anxiety, autism, learning disabilities, divorce, grief, OCD.

Subscription Databases

The following are brief summaries of some of the subscription databases available for searching for mental health information. Since these are fee-based and not available to everyone in the class, we will review what each offers, but not have a comprehensive demonstration of each.

PsychInfo

PsychInfo, a product of the American Psychological Association, indexes journals, books, book chapters, dissertations and technical reports in the field of psychology and related field.

PsychArticles

A product of the American Psychological Association

CINAHL

The Cumulative Index to Nursing and Allied Health Literature includes literature from the social service, behavioral science and health services administration. You may limit your search to such fields as “social work” and journal subsets that include the behavioral sciences.

Other databases:

Social Work Abstracts, Social Sciences Citation Index, AGELINE for social gerontology, ERIC for educational psychology

(Harden, 2004.)



A Tool for Database Search Terms on Mental Health Information:

Anderson PF, Allee NJ. The MLA Encyclopedic Guide to Searching and Finding Health Information on the Web. New York: NY: Neal-Schuman Publishers, 2004. (vol. 2: Diseases & Disorders, Mental Health and Mental Disorders)

Assessment & Testing

“Clinical decision making should be informed by a wide range of data beyond that included in a multiaxial DSM-IV diagnosis (Handbook of Psychiatric Measurements).” Often, medical librarians receive requests for a copy of a specific test. These tests are often difficult if not impossible to find. Most commonly the tests must be located in one of the following resources and then purchased from a vendor for a fee.

Mental Measurements Yearbook

Produced by Buros Institute, contains reviews of tests that are new or substantially revised since the previous MMY

<http://buros.unl.edu/buros/jsp/search.jsp>

Educational Testing Service Test Collection Service

<http://www.ets.org/testcoll/>

Tests and Measurements in the Social Sciences from the University of Texas, March 2004, Compiled by Helen Hough, Health Science Librarian and U Texas Arlington, Lists compilations of tests available

<http://libraries.uta.edu/helen/test&meas/testmainframe.htm>

Eric Clearinghouse in Assessment & Evaluation

<http://ericae.net/>

(Hardin, 2004)

HaPI

The Health and Psychosocial Instruments database locates research tools and instruments including questionnaires, interview schedules, checklists, surveys and rating scales. Available through OVID.

Print

APA, Handbook of Psychiatric Measures, Washington, D.C., 2000.

- Lists psychiatric tests and where you may purchase them such as the Children's Depression Inventory, the Neuropsychiatric Inventory and the Penn State Worry Questionnaire

Test A Comprehensive Reference for Assessments in Psychology, Education, and Business 5th ed, Ed by Taddy Maddox, 2003 Austin TX

- Lists scales, checklists, questionnaires used in psychology education and business

Murphy, Linda, Tests in Print V Vol I and II,

- Serves as a comprehensive index to the Mental Measurements Yearbooks published to date. Contains 2,939 tests including where to buy.

Mental Measurements Yearbook (see above)

Collection Development

Mental Health Resources: A Guide for Patients & Families by Healthnet: Connecticut Consumer Health Information Network

- <http://library.uchc.edu/departm/hnet/mentresource.html>
- created by Judith Kronick from UCONN HealthNet
- very current, created 2001, last update July 2004
- lists top consumer health books and websites on major health topics

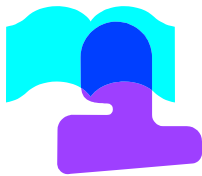
Medical Library Association: Mental Health Special Interest Group

- <http://www.miami.edu/mhsig/other.html>
- Includes listing of suggested mental health videos, books & journals.
- Includes a new book list

Hughes, Mary Ann. The Two Faces of Mental Illness. Library Journal, 5/1/2004.

- <http://www.libraryjournal.com/index.asp?layout=articleArchive&articleid=CA411573>
- A great article on schizophrenia and bipolar featuring a resource list for library collections.

Bibliotherapy



MeSH: A form of supportive psychotherapy in which the patient is given carefully selected material to read.

Occasionally the librarian may take on a “bibliotherapy” role. A patron may ask for a book for an emotionally therapeutic reason. i.e.: to help a child grieve over the loss of a parent, to help a patient deal with diagnosis of a major illness.

Two bibliotherapy gems:

Maidman Joshua, Janice; DiMenna, Donna. Read Two Books and Let's Talk Next Week: Using Bibliotherapy in Clinical Practice. Wiley, Aug 2000.
ISBN: 0471375659

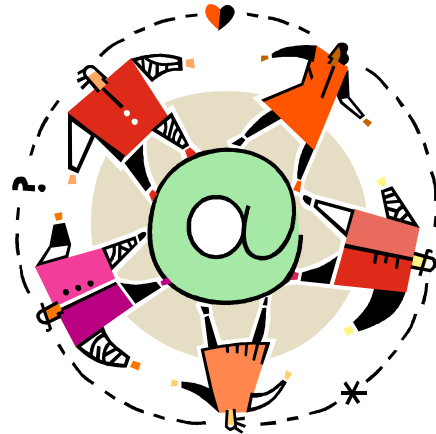
Hesley, John W.; Hesley, Jan G. Rent Two Films and Let's Talk in the Morning: Using Popular Movies in Psychotherapy, 2001.

Community Resources

Show the class the following web sites:

MHIC: Mental Illness and the Family: Part II:
Finding the Right Mental Health Care For You
<http://www.nmha.org/infoctr/factsheets/12.cfm>

Links to Specific Resources in Your Community:
BUMC Mental Health Information Network
<http://mhin.bu.edu/index.cfm>



What are some community resources that might be useful for the librarian in a reference interview with a person with mental health issues?

- Local Health Department's Mental Health Division
- Mental Health Libraries & Public Libraries (How to locate a library that provides free health information for the public, show MP+ Find A Library)
- Support groups
- Counseling
- Alternative Therapy – meditation, yoga, Tai Chi
- Faith based organizations
- Health Hotlines (dirline.nlm.nih.gov)

For Librarians – Collaboration

Association of Mental Health Librarians

<http://www.fmhi.usf.edu/amhl/about.html>

- Group has a listserv for mental health librarians(MHLib, Listserv) and a helpful list of mental health links
- Membership fee is reasonable at \$15
- International organization
- National conference to be held in San Diego
- If you join their listserv, keep in mind a lot of the messages are about serials management, so if you need duplicate journals or have a serials management issue with a mental health journal this is a great resource.

MLA Mental Health SIG

<http://www.miami.edu/mhsig/sitemap.html>

- Provides networking opportunities for mental health librarians. Site includes links to papers from the Medical Library Association National Conferences and a links page with a mental health library resource list and a general mental health links list.

The Future of Mental Health - The Science of Happiness

“For most of its history, psychology had concerned itself with all that ails the human mind: anxiety, depression, neurosis, obsessions, paranoia, delusions. The goal of practitioners was to bring patients from a negative, ailing state to a neutral normal, or, as University of Pennsylvania psychologist Martin Seligman puts it, “from a minus five to a zero.” It was Seligman who had summoned the others to Akumal that New Year's Day in 1998--his first day as president of the American Psychological Association (A.P.A.)--to share a vision of a new goal for psychology. “I realized that my profession was half-baked. It wasn't enough for us to nullify disabling conditions and get to zero. We needed to ask, what are the enabling conditions that make human beings flourish? How do we get from zero to plus five?”” (Time, Feb 7, 2005)

Stakeholders in the study of the psychology of happiness:

Martin Seligman, APA president, author of the book “Authentic Happiness”, his research established three components of happiness...pleasure, engagement and meaning. He tested the benefits of “gratitude visits”, or writing a testimonial to thank a teacher, parent, pastor or anyone whom you owe gratitude. He found that people who do this just once are measurable happier and less depressed a month later.

Mihaly Csikszentmihalyi, (pronounced Cheeks-sent-me-high), known for his work with flow, a feeling of complete engagement in a creative activity ...familiar to athletes, musicians and video game enthusiasts

Ruut Veenhoven, professor of happiness studies at Erasmus University in Rotterdam, edits the Journal of Happiness Studies and manages the **World Database of Happiness**
www2.eur.nl/fsw/research/happiness

Daniel Kahneman of Princeton, Nobel-prizewinning psychologist, unveiled a new tool for sizing up happiness: the day-reconstruction method

David Lykken, University of Minnesota researcher, published a paper on the role of genes in determining one's sense of satisfaction in life, came to the conclusion that 50% of one's satisfaction in life comes from genetic programming.

Sonja Lyubonmirsky, University of California at Riverside psychologist, studies different kind of happiness boosters including a “gratitude journal”. She found that taking the time to count blessings once a week significantly increased subjects' overall satisfaction with life over a period of six weeks, whereas a control group that did not keep journals had no such gain.

Richard Davidson, published the research study in the Proceedings of the National Academy of Sciences that happiness isn't just a feeling, it is a physical state of the brain, that may be induced deliberately.

Positive Psychologists, cite another happiness booster as performing acts of altruism or kindness

Source: “The New Science of Happiness: What makes the human heart sing? Researchers are taking a close look. What they've found may surprise you. (Cover Story/ Mind & Body/Happiness: The Science) Claudia Wallis, Feb 7, 2005 v165 i6 p38.

Caring for the Mind: Providing Reference Services for Mental Health Hands-On Exercises

1. What is tardive dyskinesia?

- a. One of the muscular side effects of anti-psychotic drugs
- b. TD
- c. A & B

Cite your source here:

2. About ____ of every 5 adults, suffer from a diagnosable mental illness in a given year.

- a. 1
- b. 2
- c. 3

Cite your source here:

3. Name three Web sites with information about social support for a person with a mental illness.

- a. _____
- b. _____
- c. _____

4. Where could you find information to help a patron who is considering participating in a clinical trial?

- a. ClinicalTrials.gov – Resources section
- b. MedlinePlus.gov
- c. All of the above

4. What special precautions should someone taking Ritalin follow?

- a. Tell your doctor if you are or plan to become pregnant
- b. Tell your doctor about other prescriptions especially MAO inhibitors
- c. Do not drive on this drug.

Cite your source here:

6. Locate an article in a nursing journal on use of physical restraint by hospital staff with disruptive patients.

Cite database used: _____

Cite search strategy: _____

7. Locate the publisher of the Beck Depression Inventory and the author.

Cite source used: _____

Cite publisher and author: _____

Caring for the Mind: Providing Reference Services for Mental Health Hands-On Exercises – Answers

1. What is tardive dyskinesia?

- a. One of the muscular side effects of anti-psychotic drugs
- b. TD
- c. A & B

Cite your source here: MedlinePlus.gov

2. About ____ of every 5 adults, suffer from a diagnosable mental illness every year.

- a. 1
- b. 2
- c. 3

Cite your source here: NIMH- The Numbers Count,
<http://www.nimh.nih.gov/publicat/numbers.cfm>

3. Name three Web sites with information about social support for a person with a mental illness.

- a. NAMI – Local support groups
- b. DIRLINE
- c. MedlinePlus.gov, Organizations section under Health Topics

4. Where could you find information to help a patron who is considering participating in a clinical trial?

- a. ClinicalTrials.gov – Resources section
- b. MedlinePlus.gov
- c. All of the above

5. What special precautions should someone taking Ritalin follow?

- a. Tell your doctor if you are or plan to become pregnant
- b. Tell your doctor about other prescriptions especially MAO inhibitors
- c. Do not drive on this drug.

Cite your source here: MedlinePlus.gov – Drug information, Medmaster

6. Locate an article in a nursing journal on use of physical restraint by hospital staff with disruptive patients.

Cite database used: PubMed.gov

Cite search strategy: Set limits to Nursing subset or jsubsetn restraint mental illness

7. Locate the publisher of the Beck Depression Inventory and the author.

Cite source used: Mental Measurements Yearbook, Educational Testing Service Test

Collection Cite publisher and author: Psychological Corporation, 555 Academic Court, San Antonio, TX; authors are Aaron Beck and Robert Steer

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Johnson ME. Library Services in Mental Health Settings. London: Medical Library Association & Scarecrow Press, 1997.

Mental Health: A Report of the Surgeon General on stigma: (Foreword, Chapter One, The Roots of Stigma)
http://www.surgeongeneral.gov/library/mentalhealth/chapter1/sec1.html#roots_stigma